Problems of Rail Passengers at Durg Junction

†4704. SHRI P. K. MAHESHWARI: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government's attention has been drawn towards a number of problems being faced by the passengers at Durg Junction;

(b) whether the series of irregularities being committed by the Railway officers at Durg Junction is one of the main reasons for it;

(c) if so, the details thereof;

(d) whether Government have taken any concrete steps in this regard; and

(e) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI DIGVIJAY SINGH): (a) to (e) A few complaints were received in the recent past about Durg station regarding overcharging by cycle stand contractor, excess charging by Booking Clerk, inadequate arrangement for equiry and frequent problems in the reservation office because of link failure etc. These complaints have been investigated. Suitable punitive action has been taken against the cycle stand contractor as well as the Booking Clerk. A new enquiry room has been provided and this is being manned by staff round the clock. Efforts are made in coordination with Department of Telecom to minimise the link failures. This is a continuing process.

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†Original notice of the question was received in Hindi.